
CENTRAL REGION COUNCIL ON WORKFORCE SERVICES
Monthly Meeting
Thursday, October 24, 2002
12:45 p.m.

Presiding: Jane Reister Conard, Acting Chair

Present: Susan Archibeque, Edward Armour, Allan Ayoub, Jan Cook, Greg Diven, Norman Fitzgerald, Paul Jackson, Brad Maughan, Kerry Steadman, Dean Walker, Commissioner Gene D. White and Councilman David Wilde.

Excused: Kathleen Gage, Karen Mecham, Russ Thelin, Erin Trenbeath Murray and Julie Zimmerman, Stephen Ronnenkamp and Megan Wiesen.

Absent: Brent Goodfellow, Stephen Goodrich, Bo Hall and Richard Justice

Guests/Volunteers: Chris Bray, Cynthia Brothers, Elizabeth Heath, Doug Johnston and Karen Silver.

Staff: Darin Brush, Jan Facilla, Leno Franco, Diane Lovell, Laurel Morris, Melissa Olsen, J.B. Shandrew and Verene Froisland.

Call to Order

Jane Reister Conard called the meeting to order at 12:47 p.m. and welcomed all those in attendance. Jane congratulated Laurel Morris for her new position as the Manager for the soon to be completed West Valley City Employment Center.

Approval of Minutes

Allan Ayoub moved to approve the Youth Council minutes of Monday, August 19, 2002; Central Region Council minutes of Thursday, August 22, 2002 and Thursday, September 26, 2002; and Executive Committee minutes of Thursday, September 12, 2002 and Thursday, October 3, 2002. Ed Armour seconded the motion. All voted "Aye". The motion passed.

Ratification of Thursday, September 26, 2002 Action Items

Allan moved to ratify the action taken at the Thursday, September 26, 2002 Council meeting for the nomination of Jane Reister Conard as Council Chair thru June 30, 2003. Norm Fitzgerald seconded the motion. All voted "Aye". The motion passed. (Russ Thelin and Kathleen Gage submitted proxy votes in favor of this action.)

Jane referred to the proposed meeting calendar in the packet. The calendar shows that there will be an Executive Committee meeting on Thursday, November 7, 2002 and a Central Region Council meeting on Thursday, December 5, 2002. All other meetings have been either canceled or rescheduled.

Commissioner Gene D. White moved to ratify the action taken at the Thursday, September 26, 2002 Council meeting for the proposed meeting calendar. Paul Jackson seconded the motion. All voted "Aye". The motion passed. (Russ Thelin submitted a proxy vote in favor of this action.)

Norm moved to ratify the action taken at the Thursday, September 26, 2002 Council meeting for the membership nomination of Dean Walker representing LDS Employment Services. Paul seconded the motion. All voted "Aye". The motion passed. (Russ Thelin and Erin Trenbeath Murray submitted proxy votes in favor of this action.)

Annual Agenda Management Calendar

Jane stated that the Executive Committee has approved an annual calendar for the Council meetings in order to provide more structure and to give people notice of the upcoming issues. The calendar is subject to change by action of the Council. Jane then referred to and discussed the Agenda Management Calendar. Jane stated that suggestions from the Council are welcome.

Announcements

Jane appointed Ed Armour as the Council's Parliamentarian. Jane noted that Ed had suggested that it might be a good idea to provide the Council information about parliamentary procedures. A summary or "Introduction to Robert's Rules of Order" was included in the agenda packets for everyone to review. Robert's Rules of Order books were also made available to interested Council members.

Jane thanked the Council for their vote of confidence and then asked everyone for their continued help. Jane stated that she looks forward to working with all of the Council members.

Jane stated that the Council of Councils was an excellent meeting and that she felt reenergized and recommitted after the meeting's completion. Jane further indicated that Raylene Ireland, Director of the Department of Workforce Services, is a very articulate, very intelligent and wonderful leader who inspired everyone who attended the meeting. Jane continued by noting that Raylene has graciously agreed to attend the Central Region Council's December 5th meeting.

Norm underscored what Jane said about the value of attending the Council of Councils meeting.

DWS Workshop Team Request for Funding

Jane referred to the proposal in the packet, noting that \$2,000 has been requested by the DWS Workshop Team.

Jan Facilla, DWS Workshop Trainer stated that the DWS Workshop Team has appreciated the Council's assistance the last couple of program years. The funding has been very helpful to customers in the workshops because the monies support the purchase of incentive items that help motivate customers and help keep them participating. Some of the items purchased are pocket dictionaries, bookmarks and small calculators. Jan also reported that the DWS Workshop Team could not afford these items without the Council's help.

Norm moved that the Council fund the \$2,000 for the DWS Workshop Team. Paul seconded the motion.

Allan asked why there needs to be additional money for these incentive items that appear to be an integral part of delivering services.

Brad Maughan responded by stating that as with any budgeting situation it is a matter of choices. All funds are budgeted and this is a request over and above budgeted funds. Brad stated that \$2,000 is not a lot of money, the Department could probably fund it, but then that money would have to come from somewhere else that has been budgeted.

Kerry Steadman asked how would the Council handle similar funding requests from other training providers if we continually approve the request from the DWS Workshop Team?

Jane stated that the Finance Committee will be working to develop a process for handling request for funding in the future.

Kerry stated that he feels that the Council should develop a process for handling similar requests in the future.

Jane recommended that Kerry attend the next Finance Committee meeting to explain his concerns and perhaps suggest a process that would be helpful.

Cynthia Brothers asked how much money the Council has at their discretion to do this kind of funding?

Diane Lovell responded by stating that the Council is allotted \$23,000 on an annual basis to go support its activities and the requested funds could be allocated from that revenue pool.

Norm asked why this request is not a worthwhile project to be supported with Supervising Today's Workforce (STW) funds.

Jane noted that Norm could amend the motion to specify the source of the funds.

Norm moved to amend the proposal to acquire the funds necessary to support this project from the Council generated STW funds subject to the availability. Paul seconded the amendment.

Allan asked if the money that is appropriated for Council activity lapsing or non-lapsing money?

Brad responded by stating that appropriated Council funds do not carry over to the next fiscal year.

Allan recommended that the funding source should be the appropriated funds because that money will not carry over.

Jane then called for the question on the amendment to the motion. No one voted in favor. The amendment failed.

A brief discussion followed concerning appropriated funds and Council generated funds. Jane then called for the question on the motion.

All voted "Aye" except Allan who voted "Nay". The motion to grant the request was passed. A decision as to the funding source was deferred to the Finance Committee for a recommendation.

Allan explained that he supports the efforts of the Workshop team but voted against the motion due to his concerns about how the funding for the activity is handled and the funding source.

Committee/Task Force/Staff Reports

Agency Task Force – Jan Cook passed out a hand-out that updated the council on the work of the Agency Task Force and subsequent recommendations. She explained that as Diane Lovell was gathering information about DWS contracts she learned that Jane Gardner, DWS Support Specialist was working on a project that paralleled the efforts of the Agency Task Force. Jan then recommended the Task Force disband and that Jane Gardner be invited to report to the Council beginning next quarter and periodically thereafter - regarding the status of DWS contracts and monitoring findings. Jan further recommended that once the Council sufficiently understands DWS contract goals and milestones, an Annual Contractor Satisfaction Survey be developed and distributed to contractors and DWS counselors to determine linkages and/or gaps in accessibility, communication, intranet capability and usage, services and training.

Jane thanked Jan for all of her work in organizing the Agency Task Force and noted that the work of the Task Force fits into Goal #1 of the 1000-Day Workforce Development Plan, which is to maximize system responsiveness and efficiency. Jane stated that one of the purposes of DWS is to bring people, programs and efforts together in a collaborative way, noting that Jan had done a great job of addressing this goal.

Paul asked if the December 5th meeting would be too soon for Jane Gardner to visit.

Jane asked if that decision could be deferred to the Executive Committee meeting because she wants to save sufficient time for Raylene Ireland at the December 5th Council meeting. Paul agreed with Jane's request.

Chris Bray stated that an area of exploration could be subcontractors that are helping customers access support services and thereby stay in the workforce. Chris also suggested DWS make sure subcontractors are included when invitations are sent out to help make people aware of the services that are available to them.

Jane suggested that Chris bring up her request to Jane Gardner when she visits an upcoming Council meeting.

Membership – Jane welcomed Susan Archibeque, Greg Diven and David Quinlivan as the Council's new members; they have all been officially appointed to the Council. Jane stated that the applications for Cynthia Brothers and Douglas Johnston are in process. There is still one large employer vacancy. Jane then asked for a motion to forward the names of the two nominees to the County Consortium for approval.

Ed moved to recommend approval of Cynthia Brothers and Douglas Johnston to the Consortium of Counties as members of the Central Region Council. Paul seconded the motion. All voted "Aye". The motion passed.

Basic Needs Committee – Greg Diven reported for Karen Mecham. Greg stated that there are two main items and called the Council's attention to a hand-out that summarized the Basic Needs Committee Report and 1000-Day Plan Update. The first item reflected the results of Committee members' visits to two Employment Centers. The members were impressed with the customer process, staff knowledge requirements and services offered. The Committee members also recommended the DWS Look at opportunities to further expedite provision of services, explore use of on-line self-directed registration and self-directed eligibility, and that Center staff share with customers an example of what they need to earn to become self sufficient, i.e. \$13.00 p.h. for a single parent with 2 dependents. The Committee also suggested amending the current website and add a "What to Bring" page for customers to help facilitate registration/eligibility process.

The second item was that Committee members will be meeting with the Utah Mentoring Partnership in December/January to brainstorm ways for DWS to maximize use of mentor resources and opportunities.

Government Relations – There was no report at this time.

Facilities – Norm Fitzgerald stated that the West Valley City is moving along. A brief PowerPoint Presentation followed showing construction progress at the new West Valley Employment Center.

Jane stated that the facility is looking great; however, she heard that Ed Armour visited the site and asked Ed to make his presentation at the conclusion of the Training and Development Committee

Report. The Chair then asked Norm asked to present the Training and Development Committee's Report.

Training & Development – Norm moved that the Council approve the application of Tech Skills to add courses to their program, which is an updating of the demands of the industry. Susan Archibeque seconded the motion. All voted “Aye”. The motion passed.

Norm then spoke about the long-term pending application from the Academy of Nursing. He stated that two representatives were present for the Training & Development Committee meeting and that no decision was made. The Committee is leaning towards approving a minimum offering at this time due to a few outstanding issues and concerns.

Paul Jackson stated that the Academy of Nursing's initial proposal was to include three areas of education – an ENT course, a CNA course and a full course for nursing. After talking to the representatives the Committee found that the nursing degree is offered through Excelsior College located in New York, which means that this company is viewed as a “broker” or a “tutorial” entity. After discussion with the representatives, the Committee deferred action on the nursing program and focused discussion on the ENT and the CNA courses. Paul continued by stating that the Academy of Nursing has contracted out their ENT course with another company for 18 months and they've only had the ENT course under their specific control since July of this year and consequently, they have not provided ENT training for the minimum required period of one year. Paul then indicated that although the Academy of Nursing has been performing CNA certification in their building, the instruction is provided by a contractor and not the Academy's employees. Because these points were new to the Committee, a decision will not be made until additional clarification on these matters is received.

Norm stated that the Committee reviewed the 1000-Day Plan. One element has already been implemented and the others require liaison with staff. The Committee will schedule a meeting with staff in the near future.

Ed Armour began his powerpoint presentation on the West Valley facility and his findings. He stated his expertise is construction and that he tends to take a lot of ownership in his work. He indicated he didn't want to do anything to hold up the process at the West Valley Employment Center but feels that DWS should “get what it pays for.” Ed explained a little about code requirements and construction standards and showed pictures reflecting actual installation practices at the West Valley facility. In Ed's opinion and based on his observations, although the Valley facility is quickly moving towards completion, various problems and code violations need immediate correction. Ed indicated that the workmanship being done will make for an unsafe workplace for employees and customers if the problems aren't attended to and resolved. Ed's concerns included: “improper materials for the ductwork, not following code in many places, shortcuts have been taken and huge gaps are all over the project where the ducts are not properly sealed.”

Brad stated that he is convinced that there is a major problem that needs to be corrected fast. Brad will get the Department's liaison in touch with Ed immediately to discuss these concerns with the State Department of Facilities and Construction Management. Brad then stated that the Department and the Council appreciated Ed bringing the issues to their attention.

Jane also thanked Ed for bringing the concerns to the Council's attention.

Marketing – Ed spoke concerning the submission of the DWS Annual Report to the Legislature. Typically the Marketing Committee has overseen the Central Region Council's element of the DWS Annual Report. He then invited Jane, as Central Region Council Chair, to prepare a message for the Annual Report. Ed suggested that her message include items such as:

- the groundbreaking and opening of our new and approved West Valley Employment Center and its partnership with UCAT
- Chamber of Commerce memberships
- 1000-day plan milestones
- the Council co-sponsored the Women's Professional Conference
- the turn around in food stamp accuracy
- employee recognitions related to the food stamp turn around and times when the employees handled more cases than they have in the history of the Department
- the Council of Council's Customer Award Winner's, Nicholas & Company and Youth customer; Manuel Olmos.

Ed then spoke concerning the 1000-Day Marketing Plan and stated that the Marketing Committee was assigned the third step, which is "Market the Workforce". To accomplish this, the Committee talked about developing a media blitz and updating the marketing campaign. The Committee has also tapped into the Business Service Center. Ed continued by stating that Kathleen has gotten the Council recognition through articles she has written in the *Enterprise*. The Committee is hoping to get an additional article written about the jobs.utah.gov website. Ed then stated that the Committee and Darin discussed having a workforce seminar as a way to market back to the job fair type of environment. It was suggested that the morning portion could be for the employers discussing issues such as highlighting the higher paying jobs and the education ladders to get there, culture integration and intangibles of employment with particular companies. The afternoon portion would be for job seekers to attend workshops where they could learn to improve their job skills.

Darin spoke about the new marketing campaign for the new www.jobs.utah.gov website. The launch will begin at UPS on November 4th with a 9:30 a.m. press conference. Darin extended an invitation to all Council members to attend the press conference. He then stated that statewide events are being planned specific to the launch including the possibility of an event hosted by the Central Region Council.

Youth Council – There was no report at this time.

Finance Committee/Fiscal Report – Leno stated that at the beginning of September the Central Region was down to 486 FTE's, but is back up to 494 and continuing to move toward its allocated level of 523 FTE for the fiscal year. Leno then indicated that the operating budget forecast for Central Region is doing well and expenditures remain in line with plans.

Child Care Brainstorming Task Force – Chris stated that the Child Care Brainstorming Task Force looked into the on site child care utilization at the Downtown and Metro Employment Centers. The Department's concern was that the on site child care seemed to be a big drain on its resources with not a lot of people utilizing the services. So, the task force asked that a small customer survey be conducted to determine reasons for underutilization. After reviewing the survey results, the Task Force determined that a lack of trust and lack of knowledge about available child care appeared to be the primary reasons for low utilization. The customers surveyed view the service as very valuable and 100% would use it again. The task force is recommending that the Department seek funding for these on site child care centers for another year and try an internal approach to reach a goal of at least 40-60% utilization at both centers.

Paul moved to recommend that the Department seek funding to continue the operation of the Downtown and Metro Child Care Centers. The total cost of child care for both centers is

approximately \$45,000 annually. Greg seconded the motion. All voted “Aye”. The motion passed.

DWS Veterans Services Division Presentation

J.B. Shandrew, Veterans Representative, stated that as a Veterans Representative he works with the Veteran population within the Department of Workforce Services. There have been a few major changes that have taken place and have been a source of controversy for the past couple of years. A revision has been proposed and has passed the House and the Senate to change Title 38 that will change some of our roles and responsibilities. J.B. then provided a handout with the latest Veteran’s program that outlines the new roles and responsibilities. J.B. then stated that the Veterans Affairs Regional offices have recently been moved to the campus of the VA Hospital, which makes it convenient for the Veterans. Semiannually, the Veterans Representatives go through training provided by Department of Labor. When a Veteran Representative first meets with a Veteran, we determine if they are ready to enter the workforce. Sometimes there is a Veteran that needs to overcome some barriers before entering the workforce. J.B. stated that Veterans Representatives are trained to recognize barriers and then help Veterans overcome those barriers. When appropriate, job training is provided.

There was a brief discussion as Council members asked J.B Shandrew questions related to his presentation.

Regional Director’s Report

Brad announced that the West Valley City project has been stopped and that Rosemarie Carter, Central Region’s Administrative Services Manager will be in touch with Ed soon. Brad then stated that UWorks had some problems shortly after it was up and running; the problems have been worked through and it seems to be working well now. About a year ago, due to the economy, the Department anticipated increases in applications for assistance. The increase was not seen until now. The Department seems to be getting busier and busier. Brad continued by stating that Central Region is still leading the other regions in food stamp accuracy. Brad then mentioned two items for Council members to think about that would be discussed at a future date. The first is “workforce development” that fits right in with what the Council is mandated to do – mostly training. Secondly, there are facility issues that need to be addressed and resolved.

Old Business

There was no old business at this time.

New Business

There was no new business at this time.

Public Comment

Karen Silver stated that a decision has been made to not go with a one-page application because the font would have to be very small and it would be difficult to read. Open enrollment for the Children’s Health Insurance Program (CHIP) will be November 12-22, 2002. Those interested can apply at any Department of Workforce Service office, Department of Health office or on the Department of Health’s website. Karen continued by requesting to be on the January 23rd Council agenda to give her Help Desk Report. Karen then announced that the HEAT Program begins on November 1st and she distributed HEAT brochures to the members present.

Adjournment

As there was no further business, the Chair adjourned the meeting at 2:40 p.m.